

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

FY 2010 Consumer Survey
Provider Process Summary

Instructions: This summary is to be completed after all surveys for the fiscal year have been administered, collected and entered into the DMHAS Consumer Survey System. The Chief Executive Officer/Executive Director or a designee for coordinating the survey process should complete this summary. The content is then entered directly into the survey application.

At what level was the sampling done? (*check one*) ☐ Provider ☐ Program

In what months were the surveys administered to consumers? (*check all that apply*)

☐ July ☐ Aug. ☐ Sept. ☐ Oct. ☐ Nov. ☐ Dec. ☐ Jan. ☐ Feb. ☐ Mar. ☐ Apr. ☐ May ☐ June

How were surveys administered to clients/consumers? (*check all that apply*)

- ☐ Direct service staff distributed to individual clients
- ☐ Direct service staff distributed to a group of clients
- ☐ Clients/consumers distributed surveys
- ☐ Other neutral persons distributed surveys to clients

Other: (*explain*)

What steps were taken to assure clients that their responses would be anonymous?

- ☐ Surveys were distributed/collected by neutral persons
- ☐ Clients were provided pre-stamped envelopes for mailing
- ☐ A collection box or other receptacle was used

Other: (*explain*)

The sample size should have been based on the unduplicated client count for the last fiscal year, using the DMHAS Provider Access System (DPAS).

- | | | |
|---|------------------------------|-----------------------------|
| 1. Did your agency use the DPAS client count? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Did your agency meet the representative sample required? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Comments/Feedback: How did it go this year? Do you have suggestions for the future?

Thank you for your input! Please email this to Karin Haberlin at Karin.Haberlin@po.state.ct.us or fax it to (860) 418-6896.

Alternatively, you can complete the form in the Consumer Survey Application- just select the Process Summary menu option.